

In the Claims

The status of claims in the case is as follows:

1 1. [Currently amended] A method for defining the measures
2 of performance of a customer information technology
3 organization, comprising the steps of:

4 identifying customer performance goals including
5 behaviors exhibited in meeting said goals;

6 building in a computer a measurement model including a
7 plurality of categories in response to said customer
8 performance goals, a plurality of said categories of
9 said model each including a plurality of metrics;

10 performing in said computer gap analysis of said model
11 to determine which of said metrics are already
12 collected by said organization and process capabilities
13 for data collection;

14 identifying new data collection sources for those
15 metrics which are not already collected by said
16 organization;

17 implementing tools and processes for gathering said
18 metrics;

19 generating in said computer measurement reports from
20 said metrics;

21 said building step including building a first draft
22 measurement model and a second draft measurement model;

23 building said first draft measurement model by
24 selectively executing a first prioritization process
25 and a second prioritization process for identifying for
26 each said category a minimum set of metrics;

27 said first prioritization process determining for each
28 said metric a relationship with each said behavior
29 satisfied by said metric by building a first table
30 describing for each said category the relationship for
31 each relevant metric with each of said behaviors it may
32 satisfy and determining for each said metric a metric
33 subtotal of satisfied behaviors, and evaluating said
34 table to identify as most desirable metrics those
35 metrics satisfying the greatest number of behaviors;

said second prioritization process determining for each said metric a relationship with each other metric by building a second table relating each said metric to each other said metric, determining from said table for each said metric a metric subtotal representing the number of other related metrics, and prioritizing as desirable metrics for each said category in said measurement model those related to the highest number of other related metrics within said category; [[and]]

building said second draft measurement model to include a minimum set of measures that drive desired behaviors by selecting metrics from said first and second prioritization processes prioritized selectively by behaviors satisfied and related metrics by calculating the mean value of metric subtotals from each prioritization table and selecting those metrics having metric subtotals greater than or equal to said mean; and

selectively including in said measurement model to provide an optimum set of metrics those additional metrics selected as either related to a specific customer need or as an only metric satisfying a

58 particular behavior.

1 2. [Original] The method of claim 1, said building step
2 further comprising the step of:

3 selecting as said metrics those which satisfy
4 prioritized behaviors.

1 3. [Original] The method of claim 2, said building step
2 further comprising the step of:

3 selecting as said metrics those which also satisfy
4 related measures.

1 4. [Currently amended] A method for creating and using a
2 measurement model work product, comprising the steps of:

3 providing a target future business capabilities work
4 product for defining in a computer database customer
5 goals necessary to achieve through measurements;

6 operating a computer processor for translating said
7 customer goals into a measurement model work product

8 including a plurality of categories defining account
9 specific behaviors and measures that empirically
10 demonstrate said behaviors;

11 operating said computer processor for building said
12 measurement model work product by building a first
13 draft measurement model and a second draft measurement
14 model;

15 building said first draft measurement model by
16 selectively executing a first prioritization process
17 and a second prioritization process;

18 said first prioritization process determining for each
19 said measure a relationship with each said behavior
20 satisfied by said measure by building a first table
21 describing for each said category the relationship for
22 each relevant metric with each of said behaviors it may
23 satisfy and determining for each said metric a metric
24 subtotal of satisfied behaviors, and evaluating said
25 table to identify as most desirable metrics those
26 metrics satisfying the greatest number of behaviors;

27 said second prioritization process determining for each

28 said measure a relationship with each other measure by
29 building a second table relating each said metric to
30 each other said metric, determining from said table for
31 each said metric a metric subtotal representing the
32 number of other related metrics, and prioritizing as
33 desirable metrics for each said category in said
34 measurement model those related to the highest number
35 of other related metrics within said category; and

36 building said second draft measurement model to include
37 a minimum set of measures that drive desired behaviors
38 by selecting measurers from said first and second
39 prioritization processes prioritized selectively by
40 behaviors satisfied and related measures.

1 5. [Original] The method of claim 4, further comprising
2 the step of:

3 defining a gap analysis work product specifying
4 differences between said measurement model work product
5 and current customer measurements to identify possible
6 deficiencies in organization measurement processes.

1 6. [Currently amended] A system for creating and using a
2 measurement model work product, comprising:

3 a target future business capabilities work product for
4 defining in a computer database customer goals
5 necessary to achieve through measurements; and

6 a measurement model work product including a plurality
7 of categories for translating said customer goals into
8 account specific behaviors and measures that
9 empirically demonstrate said behaviors;

10 a computer for deriving said measurement model work
11 product from a first draft measurement model and a
12 second draft measurement model;

13 means for performing a first prioritization process and
14 means for performing a second prioritization process
15 for deriving said first draft measurement model;

16 said first prioritization process determining for each
17 said measure a relationship with each said behavior
18 satisfied by said measure by building a first table
19 describing for each said category the relationship for

20 each relevant measure with each of said behaviors it
21 may satisfy and determining for each said measure a
22 measure subtotal of satisfied behaviors, and evaluating
23 said table to identify as most desirable measures those
24 measures satisfying the greatest number of behaviors;

25 said second prioritization process determining for each
26 said measure a relationship with each other measure by
27 building a second table relating each said measure to
28 each other said measure, determining from said table
29 for each said measure a measure subtotal representing
30 the number of other related measures, and prioritizing
31 as desirable measures for each said category in said
32 measurement model those related to the highest number
33 of other related measures within said category; and

34 said computer building said second draft measurement
35 model to include a minimum set of measures that drive
36 desired behaviors by selecting measurers from said
37 first and second prioritization processes prioritized
38 selectively by behaviors satisfied and related
39 measures.

1 7. [Original] The system of claim 6, further comprising:

2 a gap analysis work product for specifying differences
3 between said measurement model work product and current
4 customer measurements to identify possible deficiencies
5 in organization measurement processes.

1 8. [Currently amended] A method for defining measurements
2 of performance of a customer information technology
3 organization, comprising the steps of:

4 collecting into a competency-defined measurement
5 categories and measurements file in a computer database
6 definitions of selected categories of behavioral
7 measurements;

8 selecting from said file contract measurements;

9 said contract measurements being selected by operating
10 a digital computer to build a first draft measurement
11 model and a second draft measurement model;

12 building said first draft measurement model including a
13 plurality of categories by said digital computer

selectively executing a first prioritization process
and a second prioritization process;

said first prioritization process determining for each
said contract measurement a relationship with each said
behavioral measurement satisfied by said contract
measurement by building a first table describing for
each said category the relationship for each relevant
behavioral measurement with each of said behaviors it
may satisfy and determining for each said behavioral
measurement a behavioral measurement subtotal of
satisfied behaviors, and evaluating said table to
identify as most desirable behavioral measurement those
behavioral measurement satisfying the greatest number
of behaviors;

said second prioritization process determining for each
said behavioral measurement a relationship with each
other behavioral measurement by building a second table
relating each said behavioral measurement to each other
said behavioral measurement within each said category,
determining from said table for each said behavioral
measurement a behavioral measurement subtotal
representing the number of other related behavioral

36 measurement, and prioritizing as desirable behavioral
37 measurement for each said category in said measurement
38 model those related to the highest number of other
39 related behavioral measurement within said category;

40 building said second draft measurement model to include
41 a minimum set of measures that drive desired behaviors
42 by said digital computer selecting behavioral
43 measurements from said first and second prioritization
44 processes prioritized selectively by behaviors
45 satisfied and related behavioral measurements;

46 implementing said contract measurements; and

47 using and maintaining said contract measurements.

1 9. [Original] The method of claim 8, said categories
2 including human resources, quality, customer, cost and
3 schedule, process, and productivity and output categories of
4 behavioral measurements.

1 10. [Currently amended] System for formulating measurement
2 requirements that are to be implemented in an engagement,

3 comprising:

4 a current customer measurements work product for
5 detailing in a computer database current measurements
6 being collected and reported by a customer;

7 a measurement model work product for translating
8 customer goals into account specific behaviors and
9 measures that empirically demonstrate said behaviors;

10 a computer for deriving said measurement model work
11 product including a plurality of categories from a
12 first draft measurement model and a second draft
13 measurement model;

14 means for performing a first prioritization process and
15 means for performing a second prioritization process
16 for deriving said first draft measurement model;

17 said first prioritization process determining for each
18 said measure a relationship with each said behavior
19 satisfied by said measure by building a first table
20 describing for each said category the relationship for
21 each relevant measure with each of said behaviors it

22 may satisfy and determining for each said measure a
23 metric subtotal of satisfied behaviors, and evaluating
24 said table to identify as most desirable measures those
25 measures satisfying the greatest number of behaviors;

26 said second prioritization process determining for each
27 said measure a relationship with each other measure by
28 building a second table relating each said measure to
29 each other said measure, determining from said table
30 for each said measure a measure subtotal representing
31 the number of other related measures, and prioritizing
32 as desirable measures for each said category in said
33 measurement model those related to the highest number
34 of other related measures within said category;

35 said computer building said second draft measurement
36 model to include a minimum set of measures that drive
37 desired behaviors by selecting measurers from said
38 first and second prioritization processes prioritized
39 selectively by behaviors satisfied and related
40 measures; and

41 a measurement gap analysis work product for defining in
42 said computer database differences between said current

43 measurements and said account specific behaviors and
44 measures.

1 11. [Original] The system of claim 10, further comprising:

2 an interface agreement work product for documenting
3 expectations for data collection;

4 a configuration script work product for configuring
5 tools required to implement said requirements;

6 a contract measurement business policy work product for
7 defining expectations of behavior required to support
8 said requirements; and

9 a scorecard work product for visualizing said
10 requirements.

1 12. [Currently amended] A measurement and performance
2 management method, comprising the steps of:

3 during a proposal contextual phase, developing in a
4 computer database a measurement solution including a
5 plurality of categories to be delivered to a customer;

6 said developing step including operating a digital
7 computer for building a first draft measurement model
8 and a second draft measurement model;

9 building said first draft measurement model by said
10 digital computer selectively executing a first
11 prioritization process and a second prioritization
12 process;

13 said first prioritization process determining for each
14 metric of a plurality of metrics a relationship with
15 each behavior satisfied by said metric by building a
16 first table describing for each said category the
17 relationship for each relevant metric with each of said
18 behaviors it may satisfy and determining for each said
19 metric a metric subtotal of satisfied behaviors, and
20 evaluating said table to identify as most desirable
21 metrics those metrics satisfying the greatest number of
22 behaviors;

23 said second prioritization process determining for each
24 said metric a relationship with each other metric by
25 building a second table relating each said metric to
26 each other said metric, determining from said table for

27 each said metric a metric subtotal representing the
28 number of other related metrics, and prioritizing as
29 desirable metrics for each said category in said
30 measurement model those related to the highest number
31 of other related metrics within said category;

32 building said second draft measurement model to include
33 a minimum set of measures that drive desired behaviors
34 by operating said digital computer for selecting from
35 said first and second prioritization processes metrics
36 prioritized selectively by behaviors satisfied and
37 related metrics;

38 during a due diligence phase, validating assumptions
39 and behavioral expectations in said measurement
40 solution; and

41 during a transformation phase, transferring to said
42 customer resources and assets for implementing said
43 measurement solution as validated.

1 13. [Original] The method of claim 12, said developing
2 step comprising the further step of:

3 building said measurement solution responsive to inputs
4 from a measurement catalog work product and a target
5 future business capabilities work product.

1 14. [Original] The method of claim 13, said validating
2 step comprising the further step of:

3 executing a measurement gap analysis work product
4 responsive to inputs from a current customer
5 measurements work product, a future process design
6 points work product, a to-be organization design work
7 product and a to-be process design work product.

1 15. [Original] The method of claim 14, said transferring
2 step comprising the further step of:

3 pursuant to an interface agreement work product,
4 providing an external interface requirements work
5 product, a configuration script work product, a
6 contract measurement business policy work product, a
7 scorecard work product, an end-user training materials
8 work product, and a deployment plan work product.

1 16. [Currently amended] System for formulating measurement

2 requirements that are to be implemented in an engagement,
3 comprising:

4 means for developing in a computer database a
5 measurement solution to be delivered to a customer;

6 means for validating in said computer database
7 assumptions and behavioral expectations in said
8 measurement solution;

9 means for transferring to said customer resources and
10 assets for implementing said measurement solution as
11 validated;

12 computer means for deriving said measurement solution
13 from a first draft measurement model including a
14 plurality of categories and a second draft measurement
15 model;

16 means for performing a first prioritization process and
17 means for performing a second prioritization process
18 for deriving said first draft measurement model;

19 said first prioritization process determining for each

of a plurality of metrics a relationship with each said behavior satisfied by said metric by building a first table describing for each said category the relationship for each relevant metric with each of said behaviors it may satisfy and determining for each said metric a metric subtotal of satisfied behaviors, and evaluating said table to identify as most desirable metrics those metrics satisfying the greatest number of behaviors;

said second prioritization process determining for each said metric a relationship with each other metric by building a second table relating each said metric to each other said metric, determining from said table for each said metric a metric subtotal representing the number of other related metrics, and prioritizing as desirable metrics for each said category in said measurement model those related to the highest number of other related metrics within said category; and

said computer building said second draft measurement model to include a minimum set of measures that drive desired behaviors by selecting metrics from said first and second prioritization processes for said

42 measurement solution prioritized selectively by
43 behaviors satisfied and related metrics.

1 17. [Currently amended] Method for executing a gap
2 analysis responsive to a measurement model including a
3 plurality of categories and current customer measurements,
4 comprising the steps of:

5 operating a digital computer to build said measurement
6 model from a first draft measurement model and a second
7 draft measurement model;

8 building said first draft measurement model by
9 selectively executing a first prioritization process
10 and a second prioritization process;

11 operating said digital computer during said first
12 prioritization process for determining for each of a
13 plurality of measures a relationship with each of a
14 plurality of behaviors satisfied by said measure by
15 building a first table describing for each said
16 category the relationship for each relevant measure
17 with each of said behaviors it may satisfy and

18 determining for each said measure a measure subtotal of
19 satisfied behaviors, and evaluating said table to
20 identify as most desirable measures those measures
21 satisfying the greatest number of behaviors;

22 operating said digital computer during said second
23 prioritization ~~process for~~ process for determining for
24 each said measure a relationship with each other
25 measure by building a second table relating each said
26 measure to each other said measure, determining from
27 said table for each said measure a measure subtotal
28 representing the number of other related measure, and
29 prioritizing as desirable measure for each said
30 category in said measurement model those related to the
31 highest number of other related measure within said
32 category;

33 operating said digital computer for building said
34 second draft measurement model to include a minimum set
35 of measures that drive desired behaviors by selecting
36 measures from said first and second prioritization
37 processes prioritized selectively by behaviors
38 satisfied and related measures;

39 mapping in a computer database said current measurement
40 model to said current customer measurements and
41 identifying measurement gaps;

42 identifying in said computer database measurements not
43 covered by said measurement model; .

44 identifying nonproductive measurements; and

45 identifying the impact to an organizational structure
46 and processes of said customer of said measurement
47 gaps.

1 18. [Currently amended] A canonical method for defining a
2 measurements model work product, comprising the steps of:

3 articulating envisioned business goals and behaviors;

4 operating a computer processor for enumerating and
5 defining behaviors and goals satisfied by said
6 behaviors in a computer database of existing contract
7 metrics including a plurality of categories;

8 selecting potential metrics for said business goals and

9 behaviors from said database;

10 operating said computer processor for prioritizing and
11 balancing said potential metrics to determine said
12 measurement model work product;

13 said prioritizing and balancing including building a
14 first draft measurement model and a second draft
15 measurement model;

16 building said first draft measurement model by
17 selectively executing within said computer processor a
18 first prioritization process and a second
19 prioritization process;

20 said first prioritization process determining for each
21 potential metric from said selecting step a
22 relationship with each behavior satisfied by said
23 potential metric by building a first table describing
24 for each said category the relationship for each
25 relevant metric with each of said behaviors it may
26 satisfy and determining for each said metric a metric
27 subtotal of satisfied behaviors, and evaluating said
28 table to identify as most desirable metrics those

29 metrics satisfying the greatest number of behaviors;

30 said second prioritization process determining for each

31 said potential metric a relationship with each other

32 potential metric from said selecting step by building a

33 second table relating each said metric to each other

34 said metric, determining from said table for each said

35 metric a metric subtotal representing the number of

36 other related metrics, and prioritizing as desirable

37 metrics for each said category in said measurement

38 model those related to the highest number of other

39 related metrics within said category; and

40 building said second draft measurement model to include

41 a minimum set of measures that drive desired behaviors

42 by selecting potential metrics from said first and

43 second prioritization processes prioritized selectively

44 by behaviors satisfied and related potential metrics.

1 19. [Currently amended] System for defining a measurements

2 model work product, comprising:

3 a first database for articulating envisioned business

4 goals and behaviors;

5 a second database for enumerating and defining
6 behaviors and goals satisfied by said behaviors
7 selected from existing contract metrics;

8 means for selecting potential metrics for said business
9 goals and behaviors from said second database;

10 prioritizing and balancing means for determining from
11 said potential metrics those metrics to be included in
12 said measurement model work product, said prioritizing
13 and balancing means including means for deriving a
14 first draft measurement model including a plurality of
15 categories and a second draft measurement model;

16 a first prioritization means and a second
17 prioritization means for deriving said first draft
18 measurement model;

19 said first prioritization means determining for each
20 said potential metric a relationship with each said
21 behavior satisfied by said potential metric by building
22 a first table describing for each said category the
23 relationship for each relevant metric with each of said
24 behaviors it may satisfy and determining for each said

25 metric a metric subtotal of satisfied behaviors, and
26 evaluating said table to identify as most desirable
27 metrics those metrics satisfying the greatest number of
28 behaviors;

29 said second prioritization means determining for each
30 said potential metric a relationship with each other
31 potential metric by building a second table relating
32 each said metric to each other said metric, determining
33 from said table for each said metric a metric subtotal
34 representing the number of other related metrics, and
35 prioritizing as desirable metrics for each said
36 category in said measurement model those related to the
37 highest number of other related metrics within said
38 category; and

39 said prioritizing and balancing means building said
40 second draft measurement model to include a minimum set
41 of measures that drive desired behaviors by selecting
42 potential metrics from said first and second
43 prioritization processes prioritized selectively by
44 behaviors satisfied and related potential metrics.

1 20. [Canceled]

2 21. [Canceled]

1 22. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for defining
4 the measures of performance of a customer information
5 technology organization, said method steps comprising:

6 identifying customer performance goals;

7 building a model in response to the customer goals
8 including a plurality of primitive metrics in a
9 plurality of categories;

10 performing gap analysis of said model to determine
11 which of said primitive metrics are already collected
12 by said organization and process capabilities for data
13 collection;

14 identifying new data collection sources for those
15 primitive metrics which are not already collected by
16 said organization;

17 implementing tools and processes for gathering said

18 primitive metrics; and

19 generating measurement reports from said primitive

20 metrics;

21 said building step including building a first draft

22 measurement model and a second draft measurement model;

23 building said first draft measurement model by

24 selectively executing a first prioritization process

25 and a second prioritization process;

26 said first prioritization process determining for each

27 said primitive metric a relationship with each said

28 behavior satisfied by said primitive metric by building

29 a first table describing for each said category the

30 relationship for each relevant metric with each of said

31 behaviors it may satisfy and determining for each said

32 metric a metric subtotal of satisfied behaviors, and

33 evaluating said table to identify as most desirable

34 metrics those metrics satisfying the greatest number of

35 behaviors;

36 said second prioritization process determining for each

37 said primitive metric a relationship with each other
38 primitive metric by building a second table relating
39 each said metric to each other said metric, determining
40 from said table for each said metric a metric subtotal
41 representing the number of other related metrics, and
42 prioritizing as desirable metrics for each said
43 category in said measurement model those related to the
44 highest number of other related metrics within said
45 category; and

46 building said second draft measurement model to include
47 a minimum set of measures that drive desired behaviors
48 by selecting primitive metrics from said first and
49 second prioritization processes prioritized selectively
50 by behaviors satisfied and related primitive metrics.

1 23. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for creating
4 and using a measurement model work product, said method
5 steps comprising:

6 providing a target future business capabilities work
7 product for defining customer goals necessary to

8 achieve through measurements;

9 translating said customer goals into a measurement
10 model work product including a plurality of categories
11 defining account specific behaviors and measures that
12 empirically demonstrate said behaviors;

13 building said measurement model work product by
14 building a first draft measurement model and a second
15 draft measurement model;

16 building said first draft measurement model by
17 selectively executing a first prioritization process
18 and a second prioritization process;

19 said first prioritization process determining for each
20 said measure a relationship with each said behavior
21 satisfied by said measure by building a first table
22 describing for each said category the relationship for
23 each relevant measure with each of said behaviors it
24 may satisfy and determining for each said measure a
25 measure subtotal of satisfied behaviors, and evaluating
26 said table to identify as most desirable measures those
27 measures satisfying the greatest number of behaviors;

28 said second prioritization process determining for each
29 said measure a relationship with each other measure by
30 building a second table relating each said measure to
31 each other said measure, determining from said table
32 for each said measure a measure subtotal representing
33 the number of other related measure, and prioritizing
34 as desirable measure for each said category in said
35 measurement model those related to the highest number
36 of other related measures within said category; and

37 building said second draft measurement model to include
38 a minimum set of measures that drive desired behaviors
39 by selecting measures from said first and second
40 prioritization processes prioritized selectively by
 behaviors satisfied and related measures.

1 24. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for defining
4 the measures of performance of a customer information
5 technology organization, said method steps comprising:

6 collecting into a competency-defined measurement

7 categories and measurements file definitions of
8 selected categories of behavioral measurements;

9 selecting from said file contract measurements;

10 said contract measurements being selected by building a
11 first draft measurement model and a second draft
12 measurement model;

13 building said first draft measurement model by
14 selectively executing a first prioritization process
15 and a second prioritization process;

16 said first prioritization process determining for each
17 said contract measurement a relationship with each said
18 behavioral measurement satisfied by said contract
19 measurement by building a first table describing for
20 each said category the relationship for each relevant
21 metric with each of said behaviors it may satisfy and
22 determining for each said metric a metric subtotal of
23 satisfied behaviors, and evaluating said table to
24 identify as most desirable metrics those metrics
25 satisfying the greatest number of behaviors;

26 said second prioritization process determining for each
27 said behavioral measurement a relationship with each
28 other behavioral measurement by building a second table
29 relating each said metric to each other said metric,
30 determining from said table for each said metric a
31 metric subtotal representing the number of other
32 related metrics, and prioritizing as desirable metrics
33 for each said category in said measurement model those
34 related to the highest number of other related metrics
35 within said category;

36 building said second draft measurement model to include
37 a minimum set of measures that drive desired behaviors
38 by selecting behavioral measurements from said first
39 and second prioritization processes prioritized
40 selectively by behaviors satisfied and related
41 behavioral measurements;

42 implementing said contract measurements; and

43 using and maintaining said contract measurements.

1 25. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions

executable by a machine to perform method steps for
providing a measurement and performance management method,
said method steps comprising:

during a proposal contextual phase, developing a
measurement solution including a plurality of
categories to be delivered to a customer;

said developing step including building a first draft
measurement model and a second draft measurement model;

building said first draft measurement model by
selectively executing a first prioritization process
and a second prioritization process;

said first prioritization process determining for each
potential metric of a plurality of potential metrics a
relationship with each behavior satisfied by said
potential metric by building a first table describing
for each said category the relationship for each
relevant metric with each of said behaviors it may
satisfy and determining for each said metric a metric
subtotal of satisfied behaviors, and evaluating said
table to identify as most desirable metrics those

23 metrics satisfying the greatest number of behaviors;

24 said second prioritization process determining for each

25 said potential metric a relationship with each other

26 potential metric by building a second table relating

27 each said metric to each other said metric, determining

28 from said table for each said metric a metric subtotal

29 representing the number of other related metrics, and

30 prioritizing as desirable metrics for each said

31 category in said measurement model those related to the

32 highest number of other related metrics within said

33 category;

34 building said second draft measurement model to include

35 a minimum set of measures that drive desired behaviors

36 by selecting potential metrics from said first and

37 second prioritization processes prioritized selectively

38 by behaviors satisfied and related potential metrics;

39 during a due diligence phase, validating assumptions

40 and behavioral expectations in said measurement

41 solution; and

42 during a transformation phase, transferring to said

43 customer resources and assets for implementing said
44 measurement solution as validated.

1 26. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for
4 executing a gap analysis responsive to a measurement model
5 and current customer measurements, said method steps
6 comprising:

7 building said measurement model including a plurality
8 of categories from a first draft measurement model and
9 a second draft measurement model;

10 building said first draft measurement model by
11 selectively executing a first prioritization process
12 and a second prioritization process;

13 said first prioritization process determining for each
14 of a plurality of measurements a relationship with each
15 of a plurality of behaviors satisfied by said
16 measurements by building a first table describing for
17 each said category the relationship for each relevant
18 measurement with each of said behaviors it may satisfy

19 and determining for each said measurement a measurement
20 subtotal of satisfied behaviors, and evaluating said
21 table to identify as most desirable measurements those
22 measurements satisfying the greatest number of
23 behaviors;

24 said second prioritization process determining for each
25 said measurement a relationship with each other
26 measurement by building a second table relating each
27 said measurement to each other said measurement,
28 determining from said table for each said measurement a
29 measurement subtotal representing the number of other
30 related measurements, and prioritizing as desirable
31 measurements for each said category in said measurement
32 model those related to the highest number of other
33 related measurements within said category;

34 building said second draft measurement model to include
35 a minimum set of measures that drive desired behaviors
36 by selecting measurements from said first and second
37 prioritization processes prioritized selectively by
38 behaviors satisfied and related measurements;

39 mapping said current measurement model to said current

40 customer measurements and identifying measurement gaps;
41 identifying measurements not covered by said
42 measurement model;
43 identifying nonproductive measurements; and
44 identifying the impact to an organizational structure
45 and processes of said customer of said measurement
46 gaps.

1 27. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for defining
4 a measurements model work product, said method steps
5 comprising:

6 articulating envisioned business goals and behaviors;
7 enumerating and defining behaviors and goals satisfied
8 by said behaviors in a database of existing contract
9 measurements including a plurality of categories;
10 selecting potential measurements for said business

11 goals and behaviors from said database;

12 prioritizing and balancing said potential measurements
13 to determine said measurement model work product;

14 said prioritizing and balancing including building a
15 first draft measurement model and a second draft
16 measurement model;

17 building said first draft measurement model by
18 selectively executing a first prioritization process
19 and a second prioritization process;

20 said first prioritization process determining for each
21 said potential measurement a relationship with each
22 said behavior satisfied by said potential measurement
23 by building a first table describing for each said
24 category the relationship for each relevant measurement
25 with each of said behaviors it may satisfy and
26 determining for each said measurement a measurement
27 subtotal of satisfied behaviors, and evaluating said
28 table to identify as most desirable metrics those
29 metrics satisfying the greatest number of behaviors;

30 said second prioritization process determining for each
31 said potential measurement a relationship with each
32 other potential measurement by building a second table
33 relating each said measurement to each other said
34 measurement, determining from said table for each said
35 m measurement a measurement subtotal representing the
36 number of other related measurements, and prioritizing
37 as desirable measurement for each said category in said
38 measurement model those related to the highest number
39 of other related measurement within said category; and

40 building said second draft measurement model to include
41 a minimum set of measures that drive desired behaviors
42 by selecting potential measurements from said first and
43 second prioritization processes prioritized selectively
44 by behaviors satisfied and related potential
45 measurements.

28. [Canceled]